



# Annual Report

Fiscal Year July 1, 2014 - June 30, 2015

## MISSOURI VETERANS COMMISSION

### FY 2015 Quick Facts

**21,680,534** Veterans in the U. S.

**488,220** Veterans in Missouri

**449,507** Male Veterans

**38,713** Female Veterans

**60-64** Avg. Age of Male MO Vets

**45-49** Avg. Age of Female MO Vets

**15<sup>th</sup>** largest state population of Veterans in the nation

**38,045** retired military personnel report Missouri as home of record

**115,787** Veteran contacts with MVC Veteran Service Officers

**1,964** Veterans cared for at MVC Veterans Homes

**\$3.44** billion in total VA expenditures in Missouri

**\$1.65** billion in Compensation & Pension Payments to Missouri Veterans

**\$209** million in Education, Voc Rehab, and Employment benefits to Missouri Veterans

**\$1.31** billion in VA Healthcare to Missouri Veterans

**139,929** unique patients used VA Healthcare in Missouri

The theme of 2015 was “building blocks” and we completed many goals which will build upon 2016 and beyond. The Missouri Veterans Commission worked closely with both the Office of Administration’s Budget and Planning and the legislature on our goal to achieve financial stability. We also completed the structure of a rolling 10-year budget to aid planners in better anticipating our financial needs for the future.



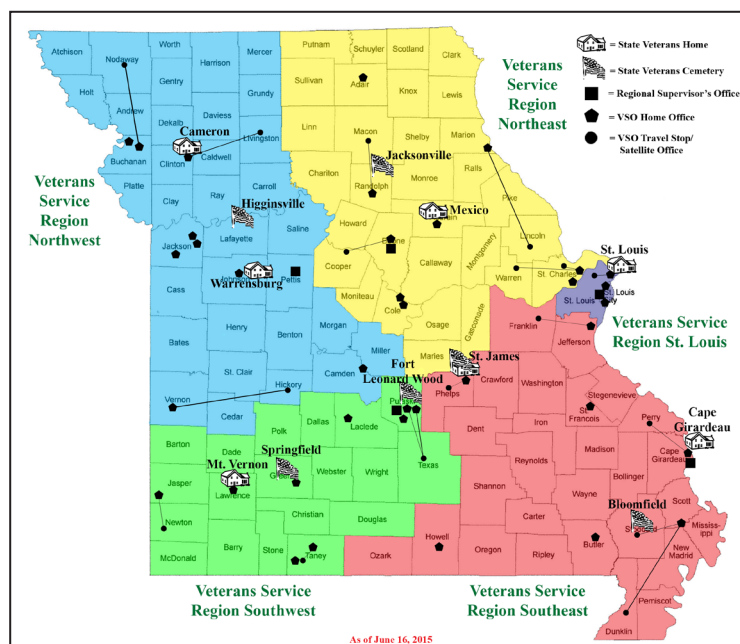
*Larry D. Kay  
Executive Director*

Our Veterans Service Program implemented the eVet Assist Program to allow us to manage and ultimately submit benefit, compensation and pension claims electronically. The Program increased pension, benefits, and compensation for Missouri’s Veterans to almost \$1.65 billion and exceeded our goal of having 40 percent of all claims filed being Fully Developed at 53 percent.

Our Homes Program implemented the Electronic Health Records System – Blue Strata – which will ultimately be a fully paperless system used to manage the healthcare of our Veterans. We had successful surveys in all seven of our Veterans Homes. Five of our Certified Nursing Assistants were recognized as national leaders and 1,964 Veterans selected Missouri’s Veterans Homes as their provider of choice for skilled nursing care.

Each of our cemeteries continued to work towards the “Excellence in Appearance Award” from the United States Department of Veterans Affairs National Cemetery Administration. They developed a standardized checklist with the goal of starting a peer review program to assess each cemetery using the checklist while capturing best practices. This achievement remains the goal of our four operational cemeteries that have yet to attain this award.

The strategic focus with our partners in MAVO and the U.S. Department of Veterans Affairs continues as we jointly urge all Veterans to See a Veteran Service Officer, Sign up for VA Healthcare, and Join a Veterans Service Organization.



# FY 2015 Successes

Our Fiscal Year 2015 Game Plan again set the tone for our operational direction. In FY 15 we made significant strides in expanding our electronic communication systems.

Successes for FY 2015 include:

## Homes Program

- Fully implement Electronic Health Record by June 30, 2015
  - Phase I and Phase II were implemented as scheduled and Phase III (electronic medication administration and electronic treatment administration) was initiated
- SharePoint has been operationalized throughout the Homes program
- The wander management and security project began and has successfully been installed in two of the homes. The remaining five are scheduled to be by 12/30/15

## Veterans Service Program

- Fully implemented Veterans Benefits Claims System
- Fully implemented SharePoint throughout the Veterans Service Program. SharePoint is being used to:
  - Update and post policies
  - Update and post training manuals and materials
  - Communicate changes and provide information to field personnel
  - Post upcoming events and meetings utilizing the calendar function
  - Be the primary communication tool to VSP personnel
- Initiated audit reviews to improve efficiencies in our Veterans Services Offices
- Achieved 53.3% Fully Developed Claims

## Cemeteries Program

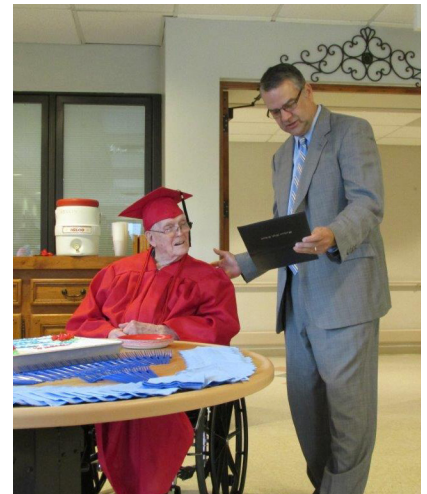
- Operational and Administrative Checklists have been established according to National Cemetery Administration (NCA) standards and are consistent between Cemeteries with final review to be accomplished July 22, 2015
- Personnel resources were analyzed and one FTE was moved from Fort Leonard Wood to Jacksonville to balance staffing
- SharePoint is now the primary written communications port with consolidation and standardization of SharePoint contents to be finalized July 22, 2015

## Construction

- Completed replacement of new nurse call and fire alarm systems at Warrensburg
- Designed and completed 50% of new wander management and security systems statewide
- Started renovation projects for therapy pools at St. Louis and Cameron Veterans Homes
- Completed HVAC upgrades at Cameron and Warrensburg Veterans Homes
- Started design of major renovation at St. James Veterans Home
- Designed and bid pavement repair projects at Cameron and Mexico Veterans Homes
- Secured bonding funds for major HVAC and life safety projects at six Veterans Homes
- Secured new Veterans Service Officer office space in Blue Springs and Columbia
- Secured state funding for Veterans Service Officer office space at St. Robert and Branson



*Veterans Home Foundation President Ron Acord receives a House Resolution from State Representative Kathy Swan celebrating the 25th Anniversary of the Cape Girardeau Veterans Home*



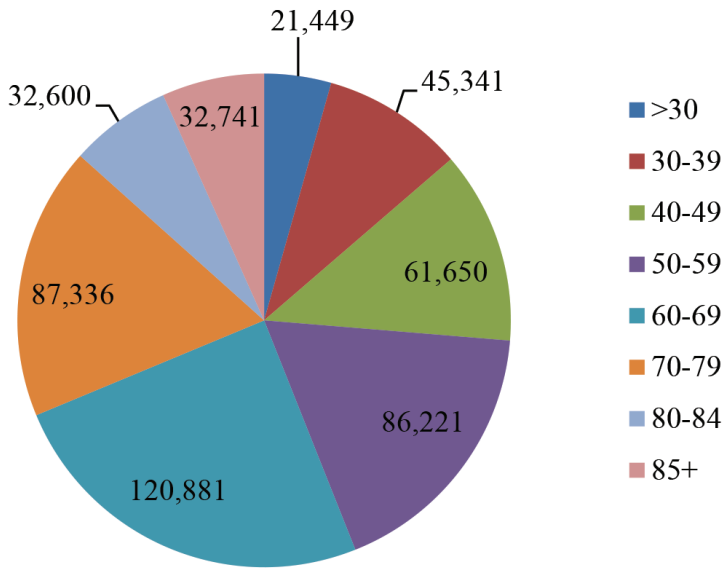
*Cameron Veterans Home resident Rupert Patterson received his high school diploma from Robert Blair, Principal of Riverside High School in Wathena, KS. Mr. Patterson was drafted before receiving his diploma 76 years ago.*



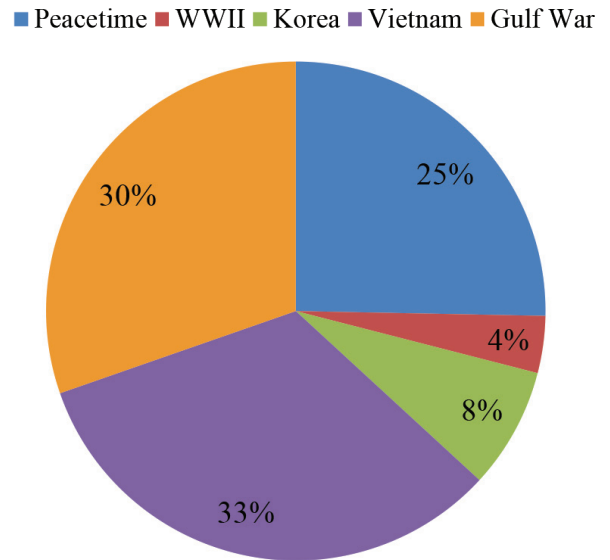
*Bronze plaques of President Lincoln's Gettysburg Address were installed at all five State Veterans Cemeteries. A plaque will also be installed later this year at the St. James Veterans Cemetery during renovations.*

# FY 2015 Snapshot of MO Veterans

## 2015 Missouri Veterans by Age



## 2015 Missouri Vets by Conflict Era (some overlap between eras)



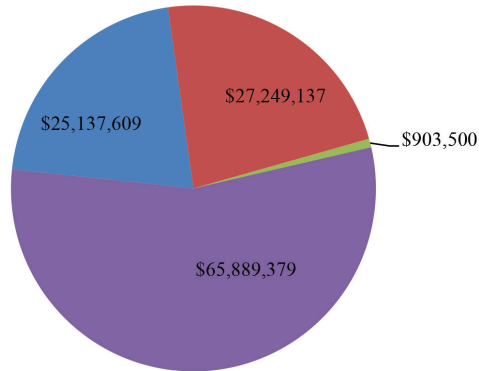
## Missouri Veterans by County FY 2015

Adair	1,386	Clay	19,954	Iron	1,076	Montgomery	1,162	Schuyler	302
Andrew	1,394	Clinton	2,150	Jackson	46,583	Morgan	2,280	Scotland	353
Atchison	531	Cole	7,243	Jasper	9,738	New Madrid	1,471	Scott	3,022
Audrain	1,896	Cooper	1,258	Jefferson	20,796	Newton	5,120	Shannon	701
Barry	2,951	Crawford	2,262	Johnson	6,540	Nodaway	1,416	Shelby	583
Barton	1,046	Dade	834	Knox	323	Oregon	942	St. Charles	30,611
Bates	1,407	Dallas	1,446	Laclede	3,486	Osage	998	St. Clair	1,080
Benton	2,419	Daviess	735	Lafayette	2,861	Ozark	1,016	St. Francois	6,293
Bollinger	1,105	DeKalb	1,411	Lawrence	3,431	Pemiscot	1,202	St. Louis	67,890
Boone	10,829	Dent	1,388	Lewis	729	Perry	1,481	St. Louis city	17,247
Buchanan	7,424	Douglas	1,061	Lincoln	4,833	Pettis	3,587	Ste. Genevieve	1,594
Butler	4,007	Dunklin	2,132	Linn	1,134	Phelps	4,494	Stoddard	2,661
Caldwell	840	Franklin	8,416	Livingston	1,299	Pike	1,796	Stone	4,108
Callaway	4,226	Gasconade	1,431	Macon	1,187	Platte	7,282	Sullivan	498
Camden	4,610	Gentry	637	Madison	1,129	Polk	2,872	Taney	4,292
Cape Girardeau	6,376	Greene	24,602	Maries	910	Pulaski	8,609	Texas	2,897
Carroll	826	Grundy	863	Marion	2,421	Putnam	403	Vernon	1,470
Carter	548	Harrison	698	McDonald	1,586	Ralls	834	Warren	3,047
Cass	9,530	Henry	2,495	Mercer	356	Randolph	2,370	Washington	2,041
Cedar	1,467	Hickory	1,190	Miller	2,162	Ray	1,822	Wayne	1,364
Chariton	729	Holt	486	Mississippi	808	Reynolds	670	Webster	3,614
Christian	7,325	Howard	952	Moniteau	1,329	Ripley	1,215	Worth	221
Clark	576	Howell	3,699	Monroe	745	Saline	1,532	Wright	1,507

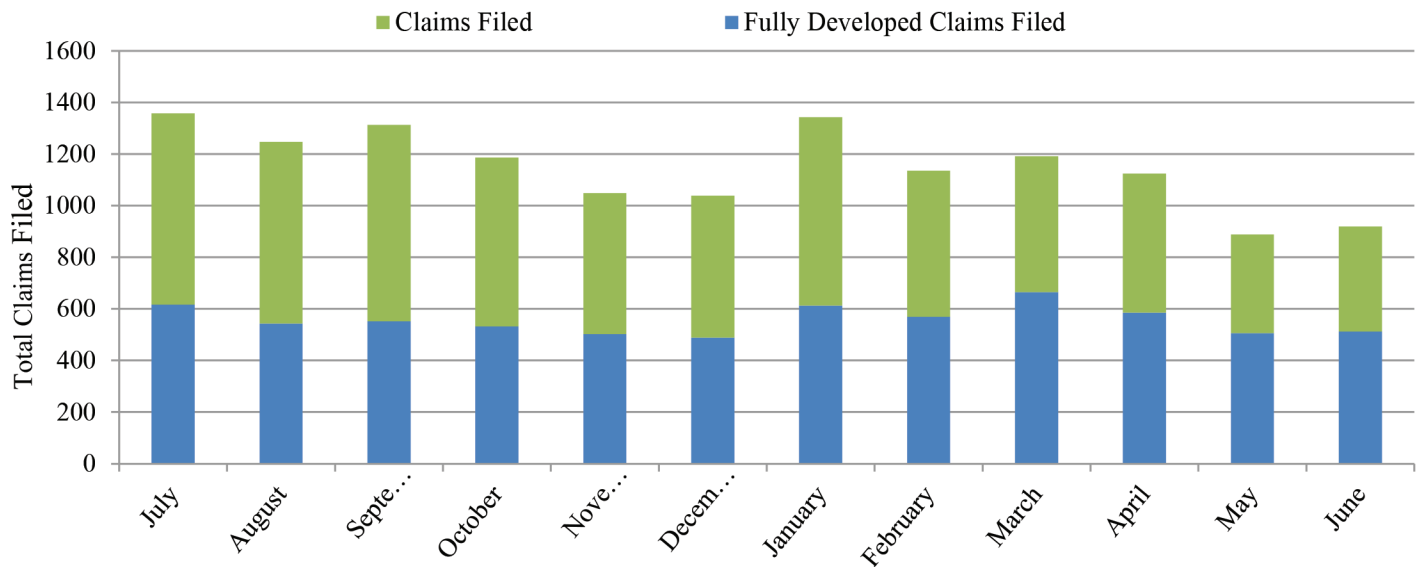
# 2015 Year at a Glance

## Major Sources of Revenue FY15

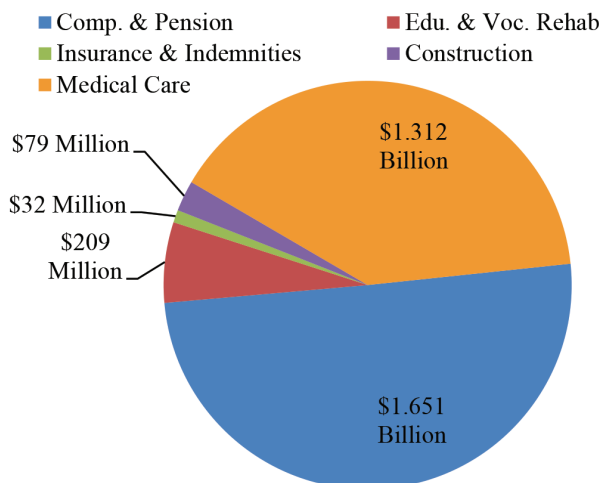
■ Gaming Commission Transfers ■ Resident Rates ■ VA Burial Allowance ■ VA Per Diem



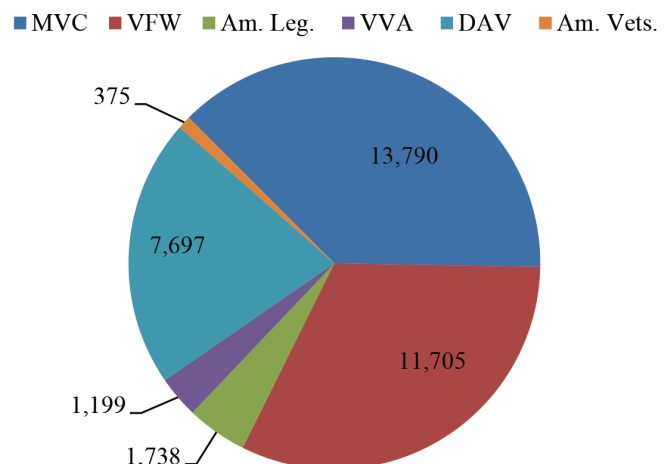
## FY15 Claims Filed



## VA Expenditures to Missouri Veterans Federal FY14



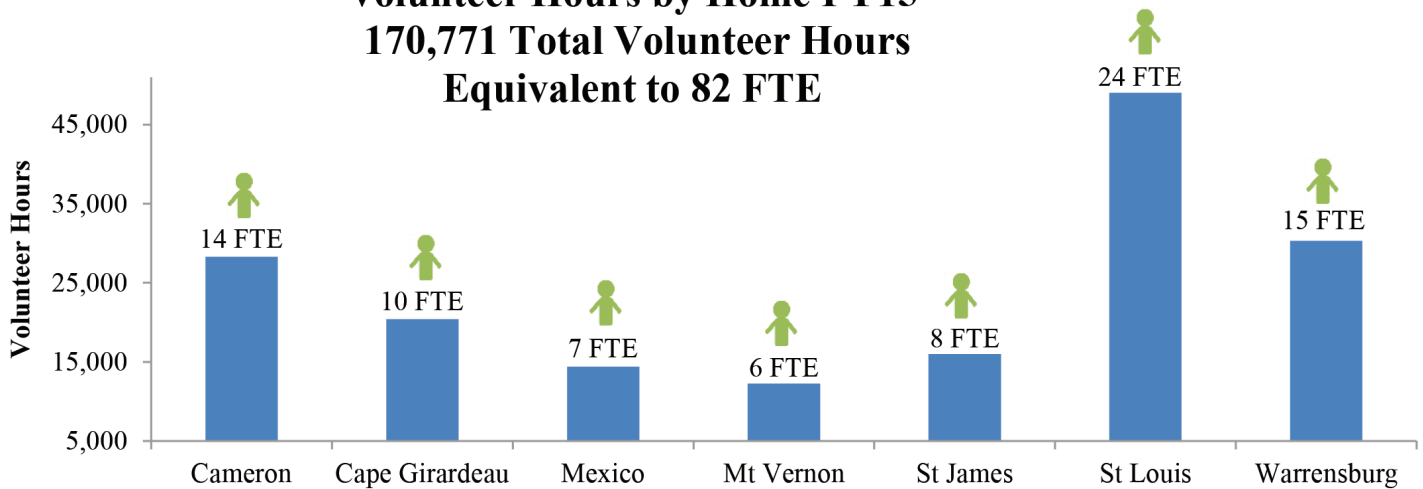
## Claims Filed FY15 Total Claims: 36,504



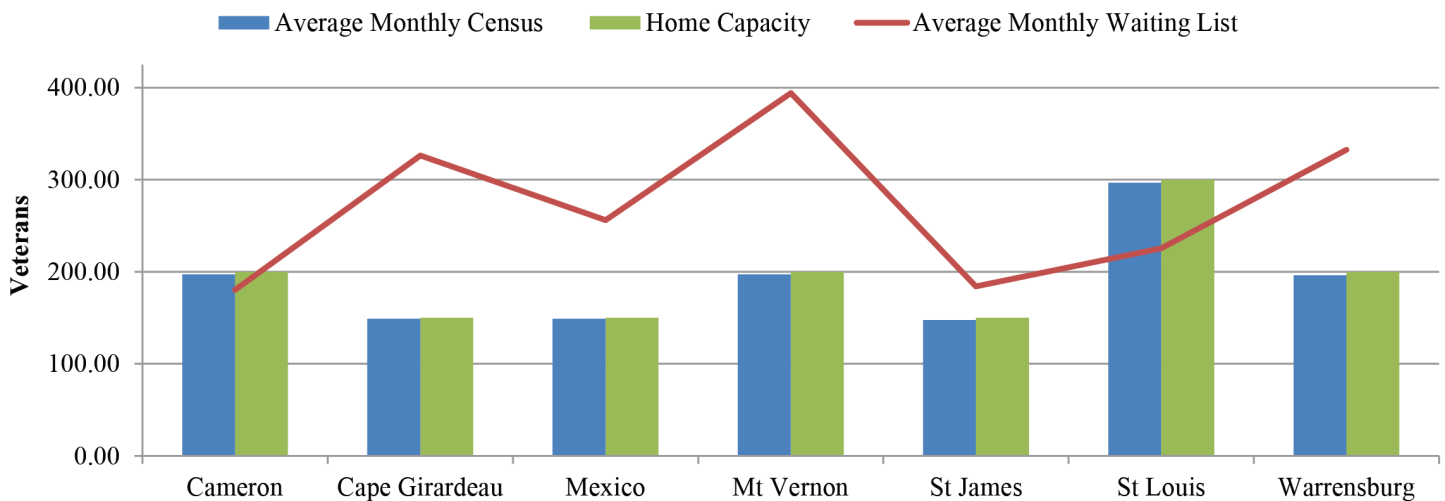


# 2015 Year at a Glance

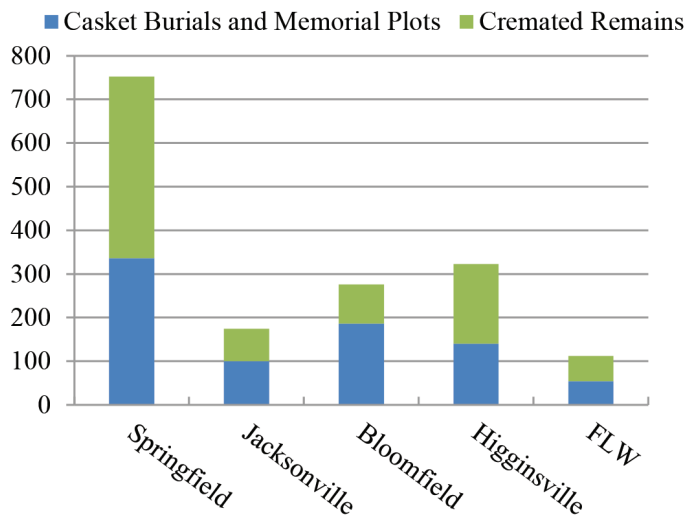
## Volunteer Hours by Home FY15 170,771 Total Volunteer Hours Equivalent to 82 FTE



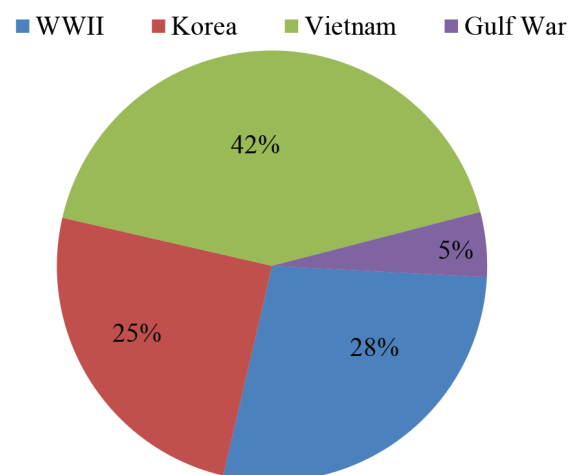
## Average Monthly Waiting List Compared to Average Monthly Census by Home FY15



## Total Interments FY15



## Veteran Interments by Conflict-Era FY15



# Service Officer Directory

## Northeast Veterans Service Region

<b>Regional Supervisor</b>	<b>636-949-7900</b>
Adair	660-785-2460
Audrain	573-581-1088 xt. 1258
Boone	573-882-5135
Callaway	573-882-5135
Chariton	660-263-4960
Clark	573-248-2550
Cole	573-751-3779
Cooper	573-882-5135
Gasconade	573-882-5135
Howard	573-882-5135
Knox	660-785-2460
Lewis	573-248-2550
Lincoln	573-248-2550
Linn	660-263-4960
Macon	660-263-4960
Maries	573-751-3779
Marion	573-248-2550
Moniteau	573-751-3779
Monroe	660-263-4960
Montgomery	573-581-1088 xt. 1258
Osage	573-751-3779
Pike	573-248-2550
Putnam	660-785-2460
Ralls	573-248-2550
Randolph	660-263-4960
Schuyler	660-785-2460
Scotland	660-785-2460
Shelby	573-248-2550
St. Charles	636-949-7900
Sullivan	660-785-2460
Warren	636-949-7900

## Southwest Veterans Service Region

<b>Regional Supervisor</b>	<b>573-451-2533</b>
Barry	417-466-7103
Barton	417-629-3538
Christian	417-895-6532
Dade	417-466-7103
Dallas	417-532-6754
Douglas	417-243-2335
Greene	417-895-6532
Jasper	417-629-3538
Laclede	417-532-6754
Lawrence	417-466-7103
McDonald	417-629-3538
Newton	417-629-3538
Polk	417-895-6532
Pulaski (Ft. Leonard Wood)	573-596-0193
Pulaski (St. Robert)	573-451-2674
Stone	417-243-2335
Taney	417-243-2335
Texas	573-596-0193
Webster	417-895-6532
Wright	417-532-6754

## Northwest Veterans Service Region

<b>Regional Supervisor</b>	<b>660-530-5544</b>
Andrew	816-387-2841
Atchison	816-387-2841
Bates	417-448-1133
Benton	660-530-5544

## Northwest Veterans Service Region (con't)

Buchanan	816-387-2841
Caldwell	816-632-6010 xt. 236
Camden	573-348-2641
Carroll	816-632-6010 xt. 236
Cass	816-246-1411 xt. 1030
Cedar	417-448-1133
Clay	816-387-2841
Clinton	816-632-6010 xt. 236
Daviess	816-632-6010 xt. 236
DeKalb	816-632-6010 xt. 236
Gentry	816-387-2841
Grundy	816-632-6010 xt. 236
Harrison	816-632-6010 xt. 236
Henry	660-543-7930
Hickory	660-530-5544
Holt	816-387-2841
Jackson (Lee's Summit)	816-246-1411 xt. 1030
Jackson (Blue Springs)	816-655-3491
Johnson	660-543-7930
Lafayette	660-543-7930
Livingston	816-632-6010 xt. 236
Mercer	816-632-6010 xt. 236
Miller	573-348-2641
Morgan	573-348-2641
Nodaway	816-387-2841
Pettis	660-530-5544
Platte	816-387-2841
Ray	660-543-7930
Saline	660-530-5544
St. Clair	417-448-1133
Vernon	417-448-1133
Worth	816-387-2841

## Southeast Veterans Service Region

<b>Regional Supervisor</b>	<b>573-290-5752</b>
Bollinger	573-290-5752
Butler	573-840-9770
Cape Girardeau	573-290-5752
Carter	573-840-9770
Crawford	573-265-3271 ext. 276
Dent	573-265-3271 ext. 276
Dunklin	573-472-5350
Franklin	636-287-1721
Howell	417-256-3452
Iron	573-218-6130
Jefferson	636-287-1721
Madison	573-218-6130
Mississippi	573-472-5350
New Madrid	573-472-5350
Oregon	417-256-3452
Ozark	417-256-3452
Pemiscot	573-472-5350
Perry	573-290-5752
Phelps	573-265-3271 ext. 276
Reynolds	573-218-6130
Ripley	573-840-9770
Scott	573-472-5350
Shannon	417-256-3452
St. Francois	573-218-6130
Ste. Genevieve	573-290-5752
Stoddard	573-472-5350

## Southeast Veterans Service Region (con't)

Washington	573-218-6130
Wayne	573-840-9770

## St. Louis Veterans Service Region

<b>Regional Supervisor</b>	<b>314-552-9885</b>
St. Louis City	314-552-9885
St. Louis County	314-340-6389 ext. 428
St. Louis County (Veterans Home)	314-340-6389 ext. 242



Missouri Veterans Commission  
205 Jefferson Street, 12th Floor  
P.O. Drawer 147  
Jefferson City, MO 65102-0147  
573-751-3779

[www.mvc.dps.mo.gov](http://www.mvc.dps.mo.gov)  
[facebook.com/MissouriVeteransCommission](https://facebook.com/MissouriVeteransCommission)

## Veterans Homes

St. James	573-265-3271
Mt. Vernon	417-466-7103
Mexico	573-581-1088
Cape Girardeau	573-290-5870
St. Louis	314-340-6389
Cameron	816-632-6010
Warrensburg	660-543-5064

## Veterans Cemeteries

Springfield	417-823-3944
Higginsville	660-584-5252
Bloomfield	573-568-3871
Jacksonville	660-295-4237
Ft. Leonard Wood	573-774-3496

## Veterans Outreach

Incarcerated Veterans	314-340-2609
Minority Veterans	816-655-3490
Outreach Specialist	573-522-4228
Veteran Ombudsman	573-522-4220
Women Veterans	314-340-2607